



Office of the  
DC Long-Term  
Care Ombudsman

LEGAL COUNSEL  
for the ELDERLY



# BE EMPOWERED

## KNOW YOUR RIGHT TO FILE A GRIEVANCE

A Guide for Residents of DC Assisted Living Residences

**As a Resident or Resident Representative, you have a protected right under DC law to voice grievances concerning the quality of your life and care in assisted living residences (ALR). Once a confidential grievance is lodged, assisted living residences must follow a general procedure to resolve the problem. This guide has been created to assist you in filing a formal grievance.**

### HOW DO YOU FILE A GRIEVANCE?

- 1 Without fear of discrimination or reprisal, your ALR must allow you, and/or your resident representative, to file an oral or written grievance with the administrator concerning any aspect of your care, treatment, or living conditions.
- 2 Each ALR must establish a grievance procedure and make this process known to residents. The facility must also identify someone who oversees the grievance process. The administrator of the facility may also receive grievances.
- 3 Your ALR must provide all residents a written form to file a grievance, and an opportunity to file a copy with the Director of the Department of Health.
- 4 You have a right to designate a person or attorney to represent you in any grievance or complaint procedure, or appeal process. You and/or your representative are entitled to access all necessary and relevant policies and records of the ALR, to aid in your complaint.
- 5 The staff of your ALR must consider the grievances submitted by a resident, resident representative, or resident group and respond in writing within 15 days, indicating its intended action or inaction in response to the grievance.
- 6 Your ALR shall act promptly to complete the actions indicated in its response within a reasonable amount of time.
- 7 Your ALR must maintain records of the filing and disposition of all requests, grievances, and appeals.

### WHO CAN VOICE GRIEVANCES?

Residents (You)

Concerned citizens

Advocates

Family and friends

ALR staff

Health care professionals

### WHO CAN HELP?

**Your Assisted Living  
Residence Administrator  
or Manager**

**DC Department of Health:  
202-442-5888**

**Office of the DC Long-  
Term Care Ombudsman:  
202-434-2190**

**DCOmbuds@aarp.org**

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